

Eastbury GP Surgery

Action Plan 2014 – 2015

The Surgery will continue to take appropriate action on outstanding issues from the 2013/14 Action Plan.

Appointments System

First encounter with the Surgery is usually

- In Person:** patients coming into the Surgery to have enquiries dealt with;
- By Telephone:** which now also uses a text messaging approach to remind patients of appointments; or
- Online:** patients can, after joining the system, make appointments on-line.

“Did Not Attend” (DNA’s)

There is a serious problem with a high number of patients failing to keep appointments with up to 40 appointments being lost a week. Strenuous efforts have been made to ease this problem by means of a text reminder message being sent 48 hours before an appointment is due.

Patients who are not able to receive messages electronically will be reminded whenever possible of the importance of attending their appointment or, if it is not required, ensuring that the Surgery is informed in good time so that it can be offered to another patient.

Action:- Patients will be reminded by both Surgery and PPG about the importance of making timely cancellation if an appointment is no longer required so that the time can be offered to someone else.

When making appointments patients need to make staff aware that they are coming to discuss one or more problems so that appropriately timed appointments can be made.

Action:- Surgery and PPG will work together to make patients more aware of better use of their clinical appointments.

Surgery Opening Hours

There is general satisfaction with the Surgery’s opening hours. The Practice will work to explore the possibility of providing 7-day access within the locality in conjunction with the CCG.

Action:- The Surgery will work to explore the possibility of providing 7-day access within the locality in conjunction with the CCG.

On-Line Access to Patients’ Digital Records

Investigation is on going to make on-line access available to individual patients’ records in accordance with the Enhanced Service Specification as directed by NHS England, starting with online prescription requests and appointments.

Action:- The Surgery will facilitate such access when appropriate systems are implemented.

Patient Participation Group

There has been an increase in membership from 140 to 252 members out of the Surgery's patient list of approximately 7300.

Action:- Efforts will continue to be made to attract more members especially from minority and ethnic groups. Patient feedback will be encouraged.

Anticipated Developments

The Surgery recognises the need to develop the services it provides to its increasing and changing patient population.

The Surgery and the PPG will work together to consider ways in how they can support the Royal College of General Practitioner's - "Put Patient First: Back General Practice" Campaign, details of which can be found on the RCGP's website –

www.putpatientsfirst.rcgp.org.uk .